

# Feed-in Tariff: Central FIT Register (CFR) User Guide

## Part 1: Accessing the CFR and User Management Support

### Guidance

**Publication date:** 21 January 2015

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### Overview:

The Central FIT Register (CFR) is an electronic, web-based system used to manage the Feed-in Tariff (FIT) scheme that Ofgem administers on behalf of the Department of Energy & Climate Change (DECC).

The seven CFR User Guides together provide guidance for Licensed Electricity Suppliers/FIT Licensees on how to use the CFR, for the purposes of the FIT scheme.

This user guide was previously one single document, but was split into seven separate parts in October 2013. The seven sections cover the following areas:

- **Part 1. Accessing the CFR and User Management Support** (This document)
- Part 2. How to Register an MCS Installation onto the CFR
- Part 3. How to Register a ROO-FIT Installation onto the CFR
- Part 4. How to Search, View and Update Details on the CFR, Reports and Automated Emails
- Part 5. How to Extend an MCS or ROO-FIT Installation on the CFR
- Part 6. Levelisation and the CFR
- Part 7. Switching FIT Installations on the CFR

This document, Part 1, specifically looks at accessing the CFR, the aspects of user management and a summary of the support provided by Ofgem if there are any problems with the CFR.

## Context

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The Secretary of State for Energy and Climate Change used enabling powers contained in the Energy Act 2008 to introduce a Feed-in Tariff (FIT) scheme in Great Britain. The Feed-in Tariffs (Specified Maximum Capacity and Functions) Order 2010<sup>1</sup> and modifications to Conditions 33 and 34 of the Standard Licence Conditions became effective from 1 April 2010.

The FIT scheme is designed to be available through Licensed Electricity Suppliers and is intended to encourage the uptake of small-scale renewable and low carbon technologies with a total installed capacity up to and including 5MW. The scheme requires certain Licensed Electricity Suppliers to make tariff payments on both the generation and export of renewable and low carbon electricity from accredited installations using photovoltaic, wind, hydro, anaerobic digestion and micro combined heat and power technologies.

## Associated documents

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- The Feed-In Tariffs (Specified Maximum Capacity and Functions) Order 2010  
<http://www.legislation.gov.uk/all?title=feed%20in%20tariff>
- The Feed-In Tariffs Order 2012  
<http://www.legislation.gov.uk/all?title=feed%20in%20tariff>
- Modifications to Conditions 33 and 34 of the Standard Licence Conditions (as amended)
- <https://www.ofgem.gov.uk/publications-and-updates/fits-amendment-orders-and-amended-licence-conditions>
- Feed-in Tariffs Scheme: Guidance for renewable installations  
<https://www.ofgem.gov.uk/environmental-programmes/feed-tariff-fit-scheme/applying-feed-tariff/roo-fit>
- Feed-in Tariff: Guidance for Licensed Electricity Suppliers  
<http://www.ofgem.gov.uk/Sustainability/Environment/fits/Info/Pages/Info.aspx>
- Renewables and CHP Register User Guide (May 2013)  
<http://www.ofgem.gov.uk/Sustainability/Environment/RCHPreg/Pages/RCHPreg.aspx>
- Feed-in Tariff: Guidance for Community Organisations and Education Providers

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<sup>1</sup> The FIT Order 2010 has been revoked and replaced by the Feed-in Tariffs Order 2012, referred to in this document as the FIT Order.

<https://www.ofgem.gov.uk/environmental-programmes/feed-tariff-fit-scheme/applying-feed-tariff/benefits-communities-and-schools>

- Central FIT Register (CFR): User Guide – Part 2 How to Register an MCS Installation onto the CFR
- Central FIT Register (CFR): User Guide – Part 3 How to Register a ROO-FIT Installation onto the CFR
- Central FIT Register (CFR): User Guide – Part 4 How to Search, View and Update Details on the CFR, Reports and Automated Emails
- Central FIT Register (CFR): User Guide – Part 5 How to Extend an MCS or ROO-FIT Installation on the CFR
- Central FIT Register (CFR): User Guide – Part 6 Levelisation and the CFR
- Central FIT Register (CFR): User Guide – Part 7 Switching FIT Installations on the CFR

**All seven parts of the Central FIT Register (CFR) User Guides are available from the Ofgem Website:**

<https://www.ofgem.gov.uk/publications-and-updates/central-fit-register-user-guide>

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# Executive Summary

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## Central FIT Register User Guide

### Documentation

This user guide is designed to assist Licensed Electricity Suppliers to access and interact with the various functions of the Central FIT Register (CFR).

The CFR is accessible through the Renewable and CHP Register, a common platform that provides access and other functions to support the CFR functionality.

### Purpose of the document

Part 1 is intended as a reference manual to guide users through the functionality of the CFR.

This document specifically covers the following areas:

- How to register an account on the CFR
- How to log into the CFR
- How to create new users on the CFR
- How to edit and set permissions for users
- How and when to contact the CFR team with queries

If you have any queries with regards to the CFR or the user guides please contact the CFR Team ([FITRegister@ofgem.gov.uk](mailto:FITRegister@ofgem.gov.uk)).

### Updates to this document

April 2014: To update renaming of part 4

January 2015: Update to switching in sections 2.8, 3.12, 3.20

# 1. Creating an account on the Central FIT Register

## Chapter Summary

Describes the registration and login procedures for becoming a licensed electricity supplier user and accessing the CFR.

## The Central FIT Register and the Renewables & CHP Register

- 1.1. The FIT scheme like the Renewables Obligation and other renewable schemes administered by Ofgem, utilises the Renewables and CHP Register as a common platform to provide access and other functions to support the CFR operation.
- 1.2. The CFR is accessible via the Ofgem Renewable and CHP Register. This can be accessed via the following link: <https://www.renewablesandchp.ofgem.gov.uk/>.

## How to Register

- 1.3. In order to register as a FIT super-user, the first step is to click on the *Register* link which will take the applicant to the account registration screen.



The screenshot shows the Ofgem E-Serve website. At the top, there is a header with the Ofgem E-Serve logo and navigation links: Accessibility | Contact us | Site map | Links. Below the header is a large image of wind turbines. A green banner reads "Welcome to the Ofgem Renewables and CHP Register". Below this, there is a section titled "You are not logged in. What would you like to do?". This section contains three main areas: 1. A list of services: "The Renewables and CHP register will allow you to:" followed by a list: "Gain accreditation for [RO, CCL](#) exemption for Renewables and [REGO](#);", "Receive ROCs, CHP LECs, Renewable LECs & REGOs certificates;", and "Manage output details;". 2. A login section with fields for "Username" and "Password", a "Log in" button, a "Forgotten details" link, and a "Register" button (which is circled in red). 3. A section titled "View reports that are publicly available" with a link to "View Public Reports". At the bottom of the page, there is a footer with copyright information: "Copyright 2007 OFGEM. All rights reserved | Privacy Policy | Terms & Conditions | Freedom of information".

1.4. On the account registration screen click on *Continue*.

ofgem E-Serve

Accessibility | Contact us | Site map | Links

back to home page

### Account Registration

Please note, if you are registering as a 'Company' or 'Other', you will be required to submit a company letter headed document signed by a company director, authorising you to use the system as an 'authorised signatory'.

If you are registering as an individual, there is no such requirement.

**Continue**

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1.5. On the following screen select the *A Supplier* option by clicking on the radio button and click *Submit*.

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Accessibility | Contact us | Site map | Links

back to home page

### Account Registration

What are you registering to act as?

☐ A Generator ☐ An Agent ☒ A Supplier ☐ A Participant

**Submit**

First select A Supplier option

And then Submit.

1.6. On the next screen select the option to confirm if you are a new or existing supplier.

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back to home page

### Account Registration - New or Existing Supplier

Are you an existing supplier in any of the environmental schemes?

☒ Yes ☐ No

1.7. Select *Yes* if you are an existing supplier in any of the environmental schemes (move to [1.8.](#) of this document for more information) or select *No* if you are a new supplier (move to [1.16.](#) of this document for more information).

1.8. If *Yes* is selected you will be asked to enter your *Company name*. Then click on *Search*.

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### Account Registration - New or Existing Supplier

Are you an existing supplier in any of the environmental schemes?

☒ Yes ☐ No

Company name\*  ?

Search

1.9. If you are an existing supplier your company name should appear as shown below. Click on your company name.

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back to home page

### Account Registration - New or Existing Supplier

Are you an existing supplier in any of the environmental schemes?

☒ Yes ☐ No

Company name\*  ?

Search

Search Results

Select the correct result:

Company name*	Address*	Company registration Number*
<a href="#">XXXXXX</a>		

Click on the Company name

1.10. Clicking on your company name should confirm if there are any super-user roles vacant for the supplier organisation. If there are no super-user roles vacant please discuss within your organisation who your current super-users are. If you require a change to your FIT super-user please contact the FIT Team ([FITRegister@ofgem.gov.uk](mailto:FITRegister@ofgem.gov.uk)).

ofgem E-Serve

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### Account Registration - New or Existing Supplier

Are you an existing supplier in any of the environmental schemes?


☐ Yes ☐ No

There are no further Super-User Roles vacant for this supplier organisation.  
Please contact your scheme super-user to be set up in the system

Clicking on the company name will advise if there are any super-user roles available for the supplier organisation.













- 1.11. If there is a FIT super-user role vacant, clicking on your company name should bring up the following screen. Complete your supplier organisation details and click on *Next*. Fields marked with \* are mandatory.

 back to home page

**Account Registration**

**Supplier organisation**

\* fields are mandatory

Company name*	<input type="text" value="Test01"/>	
Address*	<input type="text" value="Ofgem"/>	
	<input type="text" value="9 Millbank"/>	
	<input type="text"/>	
Town/City*	<input type="text" value="LONDON"/>	
County	<input type="text"/>	
Country*	<input type="text" value="Please select..."/>	
Postcode*	<input type="text" value="SW1P 3GE"/>	
Telephone number	<input type="text"/>	
Fax number	<input type="text"/>	

- 1.12. Complete the authorised signatory contact details of the person who will become the super-user. Note, that there can only be one FIT super-user per organisation and a company letter needs to be uploaded as evidence to support the registration. This should be a headed letter (using the Ofgem template<sup>2</sup>) and must be signed by the company director, authorising the 'authorised signatory' to use the CFR.

- 1.13. Click on *Add authorised signatory contact*.

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#### Contact details - Authorised signatory

User Type*	<input checked="" type="checkbox"/> FIT Super User
Title*	<input type="text" value="Mr"/> ?
First name*	<input type="text" value="Ygkg"/> ?
Last name*	<input type="text" value="Yjhkj"/> ?
Middle initials	<input type="text"/> ?
Job title	<input type="text"/> ?
Email address*	<input type="text" value="bandB@corp.ofgem.gov.uk"/> ?
Confirm Email Address*	<input type="text" value="bandB@corp.ofgem.gov.uk"/> ?
Telephone number*	<input type="text" value="12345678900"/> ?
Fax number	<input type="text"/> ?
FIT Notification Email Address*	<input type="text" value="bandB@corp.ofgem.gov.uk"/> ?

Please enter a preferred username (You will require this to log into the system)\*

Username\*  ?

Authorized Signatory Document Upload

Please upload your file. Max file size is 2 MB. Upload file type must be .pdf

Upload headed company letter to authorise the signatory.

1.14. A confirmation screen will appear. Please read the confirmation statement and then choose *Confirm*.

[back to home page](#)

You are registering with the e-mail address **TestBandB@corp.ofgem.gov.uk**, to which your user id and password will be sent. Please click confirm that this is correct and to complete your registration, or click on back to go back and amend the e-mail address to the correct one.

1.15. An email with the account username will be sent to the authorised signatory. Once approved by Ofgem (usually within 1 working day), the password details will be sent via a second email communication and the authorised signatory will then be able to log into the account.

[back to home page](#)

Thank you for registering for an account on the Renewables & CHP IT system.

A username has been sent to the email address entered in the authorised signatory section.

Once Ofgem has approved your account, you will receive an e-mail with your password and you will be able to log in to your account.

All auto-generated e-mail notifications from Ofgem are sent from the following e-mail address: 'do-not-reply@ofgem.gov.uk'.

Please add this e-mail address to your list of contacts, to ensure that e-mails from this address are not blocked or marked as spam by your e-mail provider.

If you do not receive the e-mail please contact the Ofgem Renewables & CHP Team at [renewable@ofgem.gov.uk](mailto:renewable@ofgem.gov.uk).

[Click here to return to homepage](#)

- 1.16. If *No* is selected at line 1.7. above fill in the details i.e. company name and postal address (\* denotes mandatory fields) and then click on *Add supplier organisation*.

The screenshot shows the 'Supplier organisation' registration form. At the top left is a 'back to home page' button. The breadcrumb trail is 'Home page > Supplier'. The main heading is 'Account Registration' followed by 'Supplier organisation'. A note states '\* fields are mandatory'. The form includes the following fields: 'Company name\*' with a tooltip 'Company name if a company; otherwise, name to appear on account\*'; 'Postcode\*'; 'Find Address' button; 'Address List' dropdown menu; 'Address\*' (three stacked input fields); 'Town/City\*'; 'County'; 'Country\*' (dropdown menu with 'Please select...' text); 'Telephone number'; and 'Fax number'. Each field has a green question mark icon to its right. At the bottom, the 'Add supplier organisation' button is circled in red, next to a 'Cancel' button.

- 1.17. Fill in the authorised signatory contact details of the person who will become the super-user and choose the option *FIT Super User* by selecting the tick box. Note, that there can only be one FIT super-user per organisation and a company letter needs to be uploaded as evidence to support the registration. This should be a headed letter (using the Ofgem template<sup>3</sup>) and must be signed by the company director, authorising the 'authorised signatory' to use the CFR.

- 1.18. Click on *Add authorised signatory contact*.

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3

<http://www.ofgem.gov.uk/Sustainability/Environment/RCHPreg/Documents1/Renewables%20and%20CHP%20Register%20Authorisation%20Letter.doc>

back to home page

### Contact details - Authorised signatory

User Type\*

☐ RO Super User

☒ FIT Super User

Title\*  ?

First name\*  ?

Last name\*  ?

Middle initials  ?

Job title  ?

Email address\*  ?

Confirm Email Address\*  ?

Telephone number\*  ?

Fax number  ?

FIT Notification Email Address\*  ?

Please enter a preferred username (You will require this to log into the system)\*

Username\*  ?

Company letter ?

☒ Upload file

☐ Post document

☐ Fax document

Upload headed company letter to authorise the signatory.

1.19. A confirmation screen will appear. Please read the confirmation statement and then choose *Confirm*.

back to home page

You are registering with the e-mail address **Test@ofgem.gov.uk**, to which your user id and password will be sent. Please click confirm that this is correct and to complete your registration, or click on back to go back and amend the e-mail address to the correct one.

1.20. Fill in the following licence details screen, entering the licence company registration number, license name, license type (from drop down) and effective from date. Choose the scheme option (FIT plus any others) and then click *Submit*.

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### Part 1: Accessing the CFR and User Management Support

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#### Licence Details

\* fields are mandatory

Licence company registration number\*

Licence Name\*

Licence type\*

Licence effective from date\*

In which schemes would you like to participate?\*

☐ CCL

☐ CCL CHP

☐ RO

☐ REGO

☐ FIT

1.21. After submission click *Continue* if you wish to add another licence or click *Finish* to complete the registration.

[back to home page](#)

#### Licence Details

The licence details have been successfully added. Please click the continue button to add another licence or click finish to complete registration

1.22. An email with the account username will be sent to the authorised signatory. Once approved by Ofgem (usually within 1 working day), the password details will be sent via a second email communication and the authorised signatory will then be able to log into the account.

[back to home page](#)

Home page > Thank you

Thank you for registering for an account on the Renewables & CHP IT system.

A username has been sent to the email address entered in the authorised signatory section.

Once Ofgem has approved your account, you will receive an e-mail with your password and you will be able to log in to your account.

All auto-generated e-mail notifications from Ofgem are sent from the following e-mail address: 'do-not-reply@ofgem.gov.uk'.

Please add this e-mail address to your list of contacts, to ensure that e-mails from this address are not blocked or marked as spam by your e-mail provider.

If you do not receive the e-mail please contact the Ofgem Renewables & CHP Team at [renewable@ofgem.gov.uk](mailto:renewable@ofgem.gov.uk).

## 2. Accessing the CFR

### Chapter Summary

Provides guidance for users with regard to logging into their account, what to do if a password is forgotten and details of the functionality that will be available.

### Logging into your account

- 2.1. In order to log in as a user you will need the username entered during the registration process and the password that you have received by email from Ofgem (unless you have already changed it). If you are a super-user this will have been sent to you following the account set-up as explained in chapter 1. If you are a normal user this will be sent to you following the creation of your access by the super-user (or someone with the appropriate permissions) as explained in chapter 3.
- 2.2. Enter your username and password on the login screen and click on *Go*.



The screenshot shows the Ofgem E-Serve website. At the top, there is a header with the Ofgem logo and 'E-Serve' text. Below this is a navigation bar with links for 'Accessibility', 'Contact us', 'Site map', and 'Links'. The main content area features a large image of wind turbines. Below the image, a green banner reads 'Welcome to the Ofgem Renewables and CHP Register'. The page is divided into three main sections. The left section, titled 'The Renewables and CHP register will allow you to:', lists several bullet points: 'Gain accreditation for RO, CCL exemption for Renewables and REGO;', 'Receive ROCs, CHP LECs, Renewable LECs & REGOs certificates;', and 'Manage output details;'. The middle section, titled 'You are not logged in. What would you like to do?', contains a 'Log in' section with fields for 'Username' and 'Password', a 'Forgotten details' link, and a 'Go' button (circled in red). To the right of the login section is a 'View reports that are publicly available' section with links for 'Previously the ROC Register' and 'View Public Reports'. At the bottom of the page, a footer contains the text 'Copyright 2007 OFGEM. All rights reserved | Privacy Policy | Terms & Conditions | Freedom of information'.

- 2.3. As with the existing Renewables and CHP Register, users are advised NOT to use their web browser's back button when accessing the CFR.

## Forgotten details

2.4. If you have forgotten your password, click on the *Forgotten details* link.



2.5. On the forgotten password screen enter your username and email address. Both fields are mandatory and click on *Request new password*.

### Forgotten password

If you have forgotten your password please complete the details in the forgotten password section below, and a new password will be emailed to you.

Forgotten password

Username\*  ?

Please fill in an email address\*  ?

2.6. The below message will be displayed and you will receive a new password sent to the email address provided.

### Forgotten password

Your details have been sent successfully

## Central FIT Register Home Page

- 2.7. Following a successful login a range of tabs will be available to licensed electricity supplier super-users at the top of the screen including 'My Account', 'FIT - Levelisation' and 'FIT'



- 2.8. If you are also a FIT Licensee, at the beginning of the FIT year Ofgem will ensure you have all the appropriate access to carry out your duties. This will include the addition of 'Reports' and 'FIT - Switching' for the FIT super-user. The FIT Super will also have the ability to create new users and assign permissions to them accordingly.





## 3. User Management

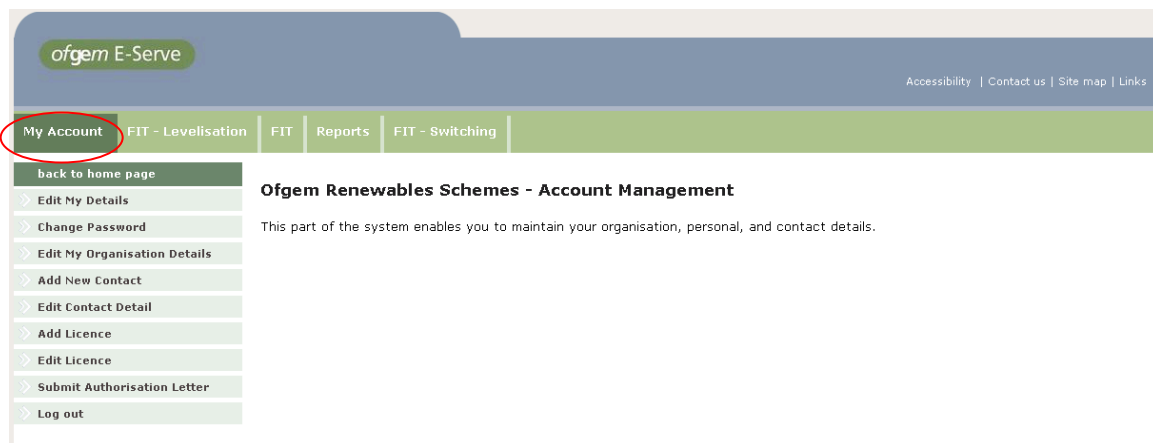
### Chapter Summary

Provides guidance for CFR super-users and normal users with regard to creating, editing and setting permissions for users and their organisation.

### User Account Management on the CFR

#### Accessing User Management Functions

- 3.1. To access user management functions, the user must be a *super-user* or have *Add User* permissions delegated to them by their organisational super-user.
- 3.2. Click on the *My Account* link. This will display a range of options on the vertical menu. Please note that some of these are available to the super-user only (super-users will have all tabs as displayed below and normal users will just have some of these depending on the permissions they have been given).



### Account Details

#### Editing Your Details

- 3.3. To edit your details including updates to contact details and username click on *Edit My Details* and make the amendments you require (please be aware all fields marked with \* are mandatory). Once satisfied with the changes made click *Submit*.
- 3.4. If you are the allocated RO super-user and no other user has been allocated as the FIT super-user, please provide the CFR team with the appropriate letter of

authorisation as explained in chapter 1 and we will add the FIT super-user permissions to your account.

**back to home page**

- Edit My Details**
- Change Password
- Edit My Organisation Details
- Add New Contact
- Edit Contact Detail
- Add Licence
- Edit Licence
- Submit Authorisation Letter
- Log out

### Edit Details

User Type\* ☒ RO Super User ☒ FIT User

Title\*  ?

First name\*  ?

Last name\*  ?

Middle initials  ?

Job title  ?

Email address\*  ?

Confirm Email Address\*  ?

Telephone number\*  ?

Fax number  ?

Please enter a preferred username (You will require this to log into the system)\*

Username\*  ?

**Submit** Email Notifications

This Email notification applies for RO Super Users **ONLY**.

## Changing your Password

- 3.5. To change your password click on *Change Password*. Users are required to enter their user name and current password before being able to enter a new password. Re-confirmation of the new password is required before clicking *Change password*.
- 3.6. All passwords must contain at least 9 characters – there must be at least one digit, a lowercase letter and an uppercase letter.

**back to home page**

- Edit My Details
- Change Password**
- Edit My Organisation Details
- Add New Contact
- Edit Contact Detail
- Add Licence
- Edit Licence
- Submit Authorisation Letter
- Log out

Home Page > My Account > Change Password

### Change password

Please enter your current password and your new password.

**Change password**

In this box you should type in your new password. The password must contain at least 9 characters. There must be at least one digit, a lowercase letter and an uppercase letter.

Username\*  ?

Current password\*  ?

New password\*  ?

New password confirmation\*  ?

**Change password**

## Organisation Details

### Editing Organisation Details

- 3.7. If any amendments are required to the organisational details they can be made by selecting the *Edit My Organisation Details* link. Enter any amendments to the details on this screen, and select *Submit* when completed.

Home Page > My Account > Edit Organisation Details

**Edit organisation details**

\* fields are mandatory

Organisation Reference  ?

Company name\*  ?

Address\*  ?  
 ?

Town/City\*  ?

County  ?

Country\*  ?

Postcode\*  ?

Telephone number  ?

Fax number  ?

## New and Existing Contacts

### Adding New Contacts

- 3.8. To create a new user or contact, select the *Add New Contact* link. Select the user type, either Renewable Obligation (RO) or Feed in Tariff (FIT).
- 3.9. Please note that the super-user can only select user types for the schemes they administer. Therefore an RO super-user cannot create a FIT user and vice versa. Where a user is a super-user for the FIT and RO, then both user types can be selected.
- 3.10. The mandatory fields are indicated by a \* symbol.
- 3.11. Once the contact details have been entered, please add a username (this can be an email address) and click *Submit*.

## Feed-in Tariff: Central FIT Register (CFR) User Guide

### Part 1: Accessing the CFR and User Management Support

Home Page > My Account > Add Contact

**Add Contact**

User Type\*

☐ RO User

☐ FIT User

Title\*

First name\*

Last name\*

Middle initials

Job title

Email address\*

Telephone number\*

Fax number

Please enter a preferred username (You will require this to log into the system)\*

Username\*

Submit

3.12. A screen to allocate user permissions for the CFR now appears. Check the boxes for the permissions required for the user.

Home Page > My Account > Add Contact > Add Permissions

#### Permissions

##### Permissions for Ofgem Test

[Click here to view the explanation of permissions](#)

Permissions	FIT
Create installation details	<input checked="" type="checkbox"/>
Edit installation details	<input checked="" type="checkbox"/>
Levelisation Submissions	<input type="checkbox"/>
Reporting	<input type="checkbox"/>
Add new contact	<input type="checkbox"/>
Switching	<input type="checkbox"/>

Save Update

3.13. The different permissions refer to the following actions:

Permission	Description
Create installation details	Allows the user to register a new FIT installation
Edit installation details	Allows the user to edit an existing FIT installation
Levelisation submissions	Allows the user to submit data for the Levelisation process
Reporting	Allows the user to access FIT related reports

Add new contact	Allows the user to create a new contact (with default permissions only)
Switching	Allows the user to perform switching requests.

3.14. The default settings for a new FIT user are to enable the following permissions:

- Create installation details
- Edit installation details

3.15. After selecting the appropriate permission for the new contact, the user is requested to enter their username and confirm their password:

3.16. A confirmation message will appear confirming that the new contact has been successfully added. Click the *Continue* button to return to the user management home page:

3.17. An email will be sent to the new user confirming their account has been setup.

### How to Edit Contact Details

3.18. To edit an existing contact (user), select the *Edit Contact Detail* link. A drop down list of users will then appear. Select the required user to display the details screen.

## Feed-in Tariff: Central FIT Register (CFR) User Guide

### Part 1: Accessing the CFR and User Management Support

Home Page > My Account > Edit Contact

### Edit Contact

Please select a contact to edit Please select... ▾

Click on the drop down menu to select the user details to be edited.

- back to home page
- Edit My Details
- Change Password
- Edit My Organisation Details
- Add New Contact
- Edit Contact Detail**
- Add Licence
- Edit Licence
- Submit Authorisation Letter
- Log out

3.19. Make the required amendments to the contacts details click on the *Submit* button.

Home Page > My Account > Edit Contact

### Edit Contact

Please select a contact to edit ▾

User Type™

- ☒ RO User
- ☒ FIT User

Title™  ?

First name™  ?

Last name™  ?

Middle initials  ?

Job title  ?

Email address™  ?

Telephone number™  ?

Fax number  ?

Please enter a preferred username (You will require this to log into the system)™

Username™  ?

**Submit** Delete contact Edit User Permissions Email Notifications

3.20. If the user's permissions need to be amended click on *Edit User Permissions* and select the required boxes. Click on *Update*.

Home Page > My Account > Add Contact > Add Permissions

#### Permissions

##### Permissions for Ofgem Test

[Click here to view the explanation of permissions](#)

Permissions	FIT
Create installation details	<input checked="" type="checkbox"/>
Edit installation details	<input type="checkbox"/>
Levelisation Submissions	<input type="checkbox"/>
Reporting	<input type="checkbox"/>
Add new contact	<input checked="" type="checkbox"/>
Switching	<input checked="" type="checkbox"/>
Save	Update

3.21. Click on the *Continue* button which will bring you back to your home page.

#### Edit Contact

Thank you, your details have been changed

<< Back      Continue >>

#### Deleting a Contact

3.22. A contact can also be deleted. In order to delete a contact, click on the *Delete contact* button. This should be done as soon as a contact no longer needs access to the CFR and especially if they leave the organisation.

## Feed-in Tariff: Central FIT Register (CFR) User Guide

### Part 1: Accessing the CFR and User Management Support

The screenshot shows the 'Edit Contact' page in the CFR User Guide. The page has a green header with navigation tabs: 'My Account', 'FIT - Levelisation', 'FIT', 'Reports', and 'FIT - Switching'. On the left, there is a sidebar with a 'back to home page' link and several menu items: 'Edit My Details', 'Change Password', 'Edit My Organisation Details', 'Add New Contact', 'Edit Contact Detail', 'Add Licence', 'Edit Licence', 'Submit Authorisation Letter', and 'Log out'. The main content area shows the breadcrumb trail 'Home Page > My Account > Edit Contact' and the title 'Edit Contact'. Below this, there is a form for editing contact details. The form includes a dropdown menu for 'Please select a contact to edit', a checkbox for 'User Type\*' (checked for 'FIT User'), and several text input fields for 'Title\*', 'First name\*', 'Last name\*', 'Middle initials', 'Job title', 'Email address\*', 'Confirm Email Address\*', 'Telephone number\*', and 'Fax number'. Each input field has a help icon (?). Below the form, there is a section for 'Please enter a preferred username (You will require this to log into the system)\*' with a 'Username\*' input field and a help icon (?). At the bottom, there are four buttons: 'Submit', 'Delete contact' (circled in red), 'Edit User Permissions', and 'Email Notifications'.

3.23. A message to say 'The contact has been successfully deleted' will appear to confirm the action has been completed.

The screenshot shows the 'Edit Contact' page after a successful deletion. The breadcrumb trail is 'Home Page > Successful'. The main content area displays the message 'The contact has been successfully deleted' and two buttons: '<< Back' and 'Continue >>'. The sidebar and header are the same as in the previous screenshot.



## Licence Details

### How to Add a New Licence

3.24. Select the *Add Licence* link and add the details of the company registration number, the new licence name, licence type (from the drop down), effective from date and select FIT (plus any other schemes as applicable). The fields marked with \* are mandatory.

Home Page > My Account > Add Licence

**Licence Details**  
\* fields are mandatory

It is mandatory to enter the company registration number before proceeding.

?  
 ?  
 Licence type\*  
 Please select... ?  
 Please select... ?  
 England and Wales  
 GB licence  
 NI licence  
 Scotland  
☐ RO  
☐ REGO  
☐ FIT

Select the correct License type from the drop down menu.

<< back to home page  
 > Edit Contact Detail  
 > Add Licence  
 > Edit Licence  
 > Submit Authorisation Letter  
 > Log out

3.25. Select the scheme.

Home Page > My Account > Add Licence

**Licence Details**  
\* fields are mandatory

Licence company registration number\* 025847455546 ?  
 Licence Name\* Test01 ?  
 Licence type\* England and Wales ?  
 Licence effective from date\* 16/09/2011 ?  
 In which schemes would you like to participate?\*  
☐ CCL  
☐ CCL CHP  
☐ RO  
☐ REGO  
☒ FIT  
 Select Licence Type  
☐ FIT Licensee  
☒ Non FIT Licensee

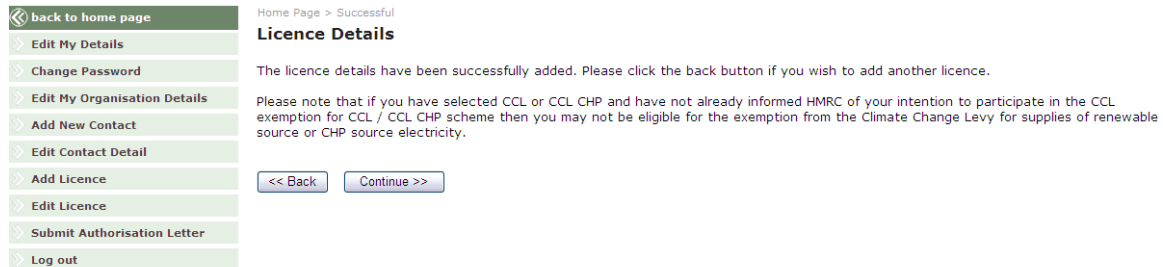
Select the required Scheme.

Not editable

Submit Cancel Registration

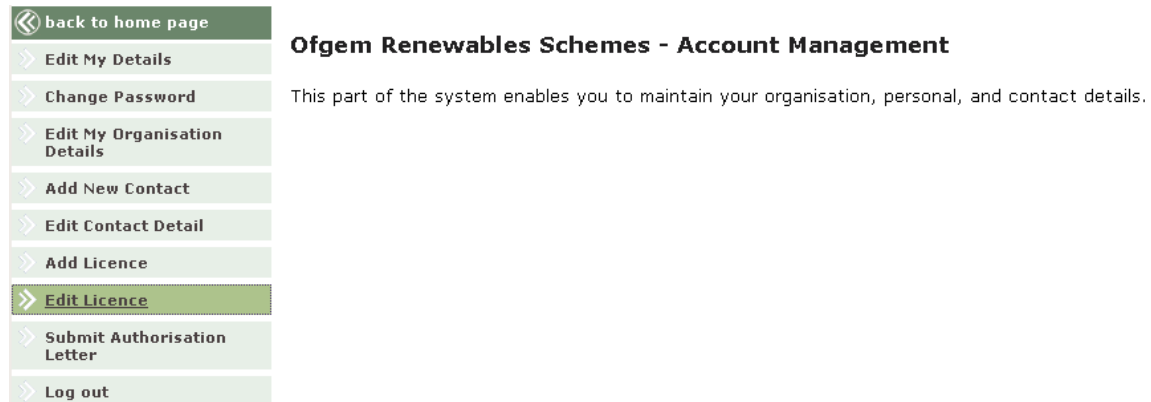
3.26. The License Type is uneditable and defaults to *Non FIT Licensee*. This is amended by Ofgem as part of the Levelisation process.

3.27. A confirmation message appears stating that the license has been successfully added.



## How to Edit Licence Details

3.28. Select the *Edit Licence* link to edit details of a new licence.



3.29. Select the license to be edited and make the required amendments.

Home Page > My Account > Edit Licence

**Licence Details**  
\* fields are mandatory

Please select a licence to edit

Licence company registration number\*

Licence Name\*

Licence type\*

Licence effective from date\*

In which schemes would you like to participate?\*

☐ CCL  
☐ CCL CHP  
☐ RO  
☐ REGO  
☐ FIT

Update licence Cancel

Select the licence to be edited, from the drop down menu.

3.30. After the licence has been edited, click on *Update Licence*.

Home Page > My Account > Edit Licence

**Licence Details**  
\* fields are mandatory

Please select a licence to edit

Licence company registration number\*

Licence Name\*

Licence type\*

Licence effective from date\*

In which schemes would you like to participate?\*

VT12345

☐ CCL CHP  
☐ RO  
☐ REGO  
☒ FIT

Update licence Cancel

3.31. A message to say 'The license details have been successfully updated' will appear to confirm the action has been completed.

#### Licence Details

The licence details have been successfully updated.

Please note that if you have selected CCL or CCL CHP and have not already informed HMRC of your intention to participate in the CCL exemption for CCL / CCL CHP scheme then you may not be eligible for the exemption from the Climate Change Levy for supplies of renewable source or CHP source electricity.

<< Back

Continue >>

## 4. System availability and support

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### Chapter Summary

Provides details of system availability and the support provided by Ofgem to assist licensed electricity suppliers when accessing and using the CFR.

### Contacting the CFR Team

- 4.1. Between the hours of 10.00 and 16.00 Monday to Friday (excluding Bank Holidays and between Christmas and New Year) email support will be provided via the [FITRegister@ofgem.gov.uk](mailto:FITRegister@ofgem.gov.uk) email address by the Central FIT Register Team within Environmental Programmes. This support will cover both operational and technical issues. Examples of this support include:
- Access issues;
  - General enquiries;
  - Change Requests; or
  - Errors with the CFR.

### System availability

- 4.2. If the CFR is planned to be down for maintenance work a message will be put on the log-in page of the register and CFR Users will also be informed by email 5 working days in advance.
- 4.3. If the CFR becomes unavailable for a prolonged period then Ofgem will invoke a number of contingency measures and CFR users will be informed by email.